| Independent Verification & Validation Facility | **Preparation of System Level Procedures** | **IVV 05-2**<br>**Revision: I**<br>**Effective Date:**<br>**November 2002** |
|---|---|---|

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Verify that this is the correct version before use.

| APPROVAL SIGNATURES | | DATE |
|---|---|---|
| Gregory Blaney (original signature on file) | QMS Management Representative | 11/1/2002 |
| | | |

| REVISION HISTORY | | | |
|---|---|---|---|
| Rev. No. | Description of Change | Author | Effective Date |
| Basic | Initial Release | Siamak Yassini IT/332 | 07/21/97 |
| A | Minor Changes. Added section 8; Added NASA Policy Guideline NPG 1441.1 | Siamak Yassini IT/332 | 01/09/98 |
| B | Format Changes to be consistent with Ames format requirements | Siamak Yassini IT/332 | 05/13/98 |
| C | Format changes to reflect new numbering and naming system | Siamak Yassini IT/332 | 07/23/98 |
| D | Quality Records – format changes, document number change | Siamak Yassini IT/332 | 08/26/98 |
| E | Document number change, Moved under 4.5 Document data control | Siamak Yassini IT/332 | 01/27/99 |
| F | References to Ames Quality Manual replaced with references to IV&V Facility Quality Manual | Siamak Yassini IT/332 | 09/11/99 |
| G | Format and Number changes; Delete Reference to Ames Research Center | Griggs | 11/17/00 |
| H | Remove S:\ drive URL, make this document the template for SLP generation | Griggs | 10/21/02 |
| I | Recreation of the entire document to remove extra styles and minor verbiage changes (e.g. font used now is Arial) | Kesecker | 11/4/02 |
| | | | |

| REFERENCE DOCUMENTS | |
|---|---|
| Document Number | Document Title |
| NPG 1441.1 | NASA Records Retention Schedule |
| NPG 1442.1 | NASA Uniform Files Index |
| IVV 05 | Document and Data Control |
| IVV 06 | Control of Quality Records |
| | |

## 1.0 Purpose

The purpose of this procedure is to establish a consistent method for preparing System Level Procedures (SLPs).

This document, with text deleted, forms a template for a new System Level Procedure. Follow steps in section 6, in new document preparation.

## 2.0 Scope

This procedure is applicable to all SLPs prepared at the IV&V Facility.

## 3.0 Definitions and Acronyms

**System Level Procedure (SLP):** A document providing the principles and operating procedures for a specific aspect of the IV&V Facility Quality Management System (QMS). An SLP defines the responsibilities of and relationships between organizations implementing the QMS. An SLP describes what is to be done when, where, and by whom.

## 4.0 Flow Chart

Presents each step or activity, briefly in actual sequence. Flow charts are used for clarification of the described procedures when possible. Each flow symbol is labeled with the corresponding section or paragraph number. The flow diagram presents an overview of the procedure. Flow diagrams can be done in Excel and imported into the procedure.

## 5.0 Responsibilities

The author/process owner shall specify each functional organization involved in the procedure and define each organization's responsibilities and authority. The responsibilities section addresses all applicable ISO "shall" statements.

## 6.0 Procedure

What follows are the specifications for preparing SLPs. This document can be used as a template. Rename this document and save to your own directory or desktop. The headers and footers shall remain like the one on this document. After completion, review and sign off, a copy shall be saved under **S:\NASA Shared\iso9000\working\procedures**. The Document Control Custodian (DCC) will then prepare the document for web upload.

### 6.1 Format

The recommended font is Arial for all parts of the document.

#### 6.1.1 Cover And Approval Page

Information on the cover and approval pages, and in the header and footer of the approval page, shall be as shown in this document. The headers and footers shall look like the one on this document. The document number shall appear in the upper right corner and have the following format: **IVV 0x-x**. The recommended font is Arial 14 bold. The statement "**Verify that this is the correct version before use**" shall be centered below the header on the first page of the SLP. Drafts should be marked DRAFT.

| APPROVAL SIGNATURES | | DATE |
|---|---|---|
| Approval Body (original signature on file) | Approval Body Title | XX/XX/XX |
| | | |

#### 6.1.2 Revision History

Shall identify the revision letter, description of changes, responsible person, and effective date.

| REVISION HISTORY | | | |
|---|---|---|---|
| Rev. No. | Description of Change | Author | Effective Date |
| A | Summarize changes | Name | XX/XX/XX |
| | | | |

### 6.1.3 Reference Document

Shall identify a list of document numbers and title as a reference. (Current version will apply unless a specific version is specified.)

| REFERENCE DOCUMENTS | |
|---|---|
| Document Number | Document Title |
| | |

### 6.1.4 Body of Document

The body text shall be 12 point. Page margins shall be 1 inch top, bottom, left, and right.

### 6.1.5 Section Headings

SLP headings and subheadings shall use the point numbering system. All headings and subheadings shall be bold. First-level headings (e.g., 1 and 2) shall be flush left, in 12 point. Subheadings shall be 12 point, initial caps, and indented as appropriate. Paragraph numbers will be indented as needed to fit.

## 6.2 Content

What follows is a description of the content and function of each part of an SLP document:

### 6.2.1 Purpose (Section 1)

Provides a clear statement of **why** you are writing this procedure.

**Example:** The purpose of this SLP is to establish a consistent and documented method for ensuring that acquired products and services conform to specific requirements.

### 6.2.2 Scope (Section 2)

State the applicability and limits to which this procedure shall be used. Answer questions of applicability, "This procedure applies **to what, where, when, whom, how…**" Outlines the area, function, group, or personnel to which the procedure applies.

**Example:** This procedure is applicable and all acquisitions made by IV&V Facility.

### 6.2.3 Definitions (Section 3)

Defines those words, phrases, terms, acronyms, and abbreviations that apply specifically to the procedure.

### 6.2.4 Flow (Section 4)

Flow chart is optional. For complex and cross functional processes, flow charts give affected personnel and all other interested readers a good overview of the processes.

### 6.2.5 Responsibilities (Section 5)

Specifies each functional organization involved in the procedure and defines each organization's responsibilities and authority. It addresses all applicable ISO "shall" statements.

### 6.2.6 Procedure (Section 6)

Presents in actual sequence each step or activity of the procedure. Refers to any related flow diagram by figure number. For each step or activity, identifies and explains the involvement of each organization. Identifies what input is necessary for each step or activity and from where and/or whom it will come. Identifies what

output is produced and to where and/or whom it will go. Presents the procedure in a play script style using "action" statements.

### 6.2.7 Metrics (Section 7)

Identifies the metrics that will be used to evaluate performance of the given procedure.

*Example:*

- *Approximately monthly, the audit manager will provide a report to the QMS management Representative of the rolling 12 month trend for:*
- *Percent of audits conducted more than 30 days later than scheduled.*
- *Average number of Process Improvement Proposals generated per audit.*

### 6.2.8 Records (Section 8)

Identifies the products of the given procedure, their retention location and requirements, and the responsible party. (List forms, reports, documents generated as a result of work, indicate how they will be distributed, control, and retention requirements.)

*Note: for records retention refer to new NASA Directives System as a NASA Procedures and Guidelines (NPG) for NASA Records Retention Schedules (NRRS), NPG 1441.1. This is a new NASA policy for ISO 9000 records.*

| Document Name and Identification Number | User Responsible for Record Retention | Retention Requirement | Location |
|---|---|---|---|
| | | | |

## 7.0 Metrics

There are no metrics for the IVV 05-2 procedure.

## 8.0 Records

There are no records associated with this IVV 05-2 procedure.